



# **Departmental Quarterly Performance Report**

**Department Name: Seaport**

**Reporting Period:  
2003  
Second**

<b>I. Performance Initiatives</b>	<b>Page 2</b>
<b>II. Personnel Status</b>	<b>Page 4</b>
<b>III. Financial Performance</b>	<b>Page 5</b>
<b>IV. Department Director Review</b>	<b>Page 6</b>

# Departmental Quarterly Performance Report

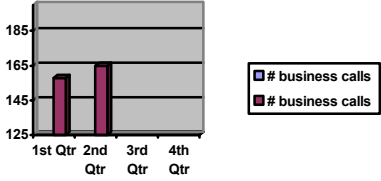
Department Name:

Reporting Period:

## MAJOR PERFORMANCE INITIATIVES

Describe Key Initiatives and Status

Check all that apply

<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Increase number of contacts with existing and potential customers by providing a weekly customer contact report.</p>  <table border="1"> <caption>Business Calls Data</caption> <thead> <tr> <th>Quarter</th> <th># business calls</th> </tr> </thead> <tbody> <tr> <td>1st Qtr</td> <td>160</td> </tr> <tr> <td>2nd Qtr</td> <td>165</td> </tr> <tr> <td>3rd Qtr</td> <td>165</td> </tr> <tr> <td>4th Qtr</td> <td>165</td> </tr> </tbody> </table>	Quarter	# business calls	1st Qtr	160	2nd Qtr	165	3rd Qtr	165	4th Qtr	165	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input checked="" type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
Quarter	# business calls										
1st Qtr	160										
2nd Qtr	165										
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4th Qtr	165										
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Implementation of closed circuit television for enhanced INS and Customs operations and electronic surveillance system as well as additional high-mast lighting and fencing will improve security measures and continue to excel in the protection of our customers.</p> <p>STATUS: CCTV, access controls, intrusion detection - contract issued, construction, installation and implementation project underway.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input checked="" type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input checked="" type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>										

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<p>County Mgr. Priority (Circle One): <i>People</i> <b>Service</b> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Address expansion needs at existing Seaport facilities – implement existing development plans (CIP) on schedule.</p> <p>STATUS: Projects underway total over \$120 million. Projects to be contracted during the next six months total over \$60 million.</p>	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> <i>Business Plan</i></p> <p><input checked="" type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <b>Service</b> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Enhance cruise passenger care and convenience at every level of contact with the port. Plan, design and construct cruise passenger parking garages sufficient to meet demand. Plan, design and construct traffic circulation improvements to provide safer and faster access to cruise destinations. Plan design and construct more customer friendly cruise terminals. Upgrade existing parking system to allow for new automated services.</p> <p>STATUS: These projects are underway as part of the Development Agreements mentioned above. New terminals should be contracted shortly.</p>	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input checked="" type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <b>Service</b> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Enhance cargo customer care and convenience at every level of contact with the port. Plan design and construct traffic circulation improvements to provide safer and faster access to cargo destinations. Plan, design and construct facilities to attract and retain cargo activity.</p> <p>STATUS: Over \$27 M of roadway improvements currently under contract, and \$10 M for improved unmanned expanded gateway.</p>	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> <i>Business Plan</i></p> <p><input checked="" type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input checked="" type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <b>Service</b> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Expedite safe movement of cargo on and off port. Increase reliability/availability of Port equipment and support systems. Construct/acquire facilities to meet current and projected growth.</p> <p>Acquire and construct cargo and intermodal facilities consistent with the Port's Master Development Plan to ensure the Port's throughput capacity in the future.</p> <p>STATUS: The Port is continuing to evaluate all options with regard to the need for this type of facilities.</p>	<p><input checked="" type="checkbox"/> <i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> <i>Business Plan</i></p> <p><input checked="" type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input checked="" type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <b>Technology</b> <i>Fiscal Responsibility</i></p> <p>Improve user satisfaction providing a higher level of service and productivity while reducing average remediation time.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> <i>Business Plan</i></p> <p><input checked="" type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p>

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<p>Provide Facilities Maintenance the control mechanism necessary to perform preventive and corrective maintenance while tracking incoming service request. The automation and implementation of this system will enhance maintenance functions and promoting future savings.</p> <p>STATUS: Automated system for asset management and preventative/predictive maintenance has been procured and is being implemented.</p>	<p><input checked="" type="checkbox"/> <i>ECC Project</i>  <input type="checkbox"/> <i>Audit Response</i>  <input type="checkbox"/> <i>Other</i> _____  <i>(Describe)</i></p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Container Crane Electrification – electrification of the Seaport’s ten container cranes will make the cranes non-dependent on diesel generators and fuel for power. These cranes will be more environmentally friendly and less expensive to operate. Seaport will not need to purchase fuel or maintain expensive fuel apparatus.</p> <p>STATUS: Project is moving forward and is in the planning phase.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i>  <input checked="" type="checkbox"/> <i>Business Plan</i>  <input type="checkbox"/> <i>Budgeted Priorities</i>  <input type="checkbox"/> <i>Customer Service</i>  <input type="checkbox"/> <i>Workforce Dev.</i>  <input checked="" type="checkbox"/> <i>ECC Project</i>  <input type="checkbox"/> <i>Audit Response</i>  <input type="checkbox"/> <i>Other</i> _____  <i>(Describe)</i></p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Gateway Project – focus is to reduce congestion at gates for cargo transportation; enhance automation should result in increase throughput capacity and reduce manpower by moving toward unmanned gates.</p> <p>STATUS: Contract has been awarded and development process has begun; final implementation should be completed by no later than December 2004.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i>  <input checked="" type="checkbox"/> <i>Business Plan</i>  <input type="checkbox"/> <i>Budgeted Priorities</i>  <input type="checkbox"/> <i>Customer Service</i>  <input type="checkbox"/> <i>Workforce Dev.</i>  <input checked="" type="checkbox"/> <i>ECC Project</i>  <input type="checkbox"/> <i>Audit Response</i>  <input type="checkbox"/> <i>Other</i> _____  <i>(Describe)</i></p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Variable Frequency Drives – the installation of VFD’s will reduce electrical costs and prolong life of equipment.</p> <p>Port has installed 14 VFD’s in the air handlers at the 1080 building. The VFD’s were installed to replace the inlet guide vanes to soft start the motors in the air handling units. The VFD’s are controlled thru the Building Maintenance System which raises or lowers the frequencies to the motor which intern controls the volume of air that moves thru the air handlers and into the office space. As the frequency of the motor is reduced so is the kilowatt consumption, thus giving us a significant electrical savings as well as prolonging the life of the motor, belts and pulleys.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i>  <input type="checkbox"/> <i>Business Plan</i>  <input checked="" type="checkbox"/> <i>Budgeted Priorities</i>  <input type="checkbox"/> <i>Customer Service</i>  <input type="checkbox"/> <i>Workforce Dev.</i>  <input checked="" type="checkbox"/> <i>ECC Project</i>  <input type="checkbox"/> <i>Audit Response</i>  <input type="checkbox"/> <i>Other</i> _____  <i>(Describe)</i></p>

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## PERSONNEL SUMMARY

### *A. Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
272		336	308	28	303	33				

\* [Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.](#)

### Notes:

*B. Key Vacancies – Assistant Director of Seaport Security*

*C. Turnover Issues- none*

*D. Skill/Hiring Issues- none*

*E. Part-time, Temporary and Seasonal Personnel 29 P/T; 4 Temps.  
(Including the number of temporaries long-term with the Department)*

*F. Other Issues*

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## FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR  Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	2 <sup>nd</sup> Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
<b>Revenues</b>								
♦ Cruise	\$34,094	\$36,366	\$ 9,091	\$12,188	\$18,183	\$18,872	\$ 599	1.65%
♦ Cargo	\$30,972	\$29,979	\$ 7,494	\$ 8,611	\$14,989	\$15,012	\$ 23	.08%
♦ Other	\$16,135	\$19,729	\$ 4,932	\$ 6,722	\$ 9,864	\$11,142	\$ 1,278	6.48%
♦ Carry-over	\$ 6,915	\$ 6,749						
<b>Total</b>	\$88,116	\$92,823	\$21,517	\$27,521	\$43,036	\$44,936	\$ 1,900	2.05%
<b>Expense*</b>								
Operating	\$47,056	\$45,655	\$11,413	\$11,890	\$22,827	\$20,742	\$ 2,085	4.57%
Transfers	\$34,747	\$36,011	\$ 9,002	\$11,505	\$18,005	\$15,492	\$ 2,513	6.98%
Capital	\$ 3,253	\$ 3,595	\$ 898	\$ 1,447	\$ 1,797	\$ 1,519	\$ 278	7.73%
Carryover	\$ 6,749	\$ 7,562			\$ 7,562			
Non-Cash	-\$3,689	\$ 0						
<b>Total</b>	\$88,116	\$92,823	\$21,313	\$24,842	\$50,191	\$37,753	\$ 4,876	5.26%

\* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

### Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
420	\$ 6,808	\$ 7,562	\$ 7,562		
421	\$141,493	\$ 0	\$ 22,065		
422	\$ 100	\$ 0	\$ 0		
423	\$ 12,305	\$ 11,491	\$ 11,491		
424	\$ 3,904	\$ 2,997	\$ 2,997		
<b>Total</b>	\$164,611	\$ 22,500	\$ 44,565		

### Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

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### *STATEMENT OF PROJECTION AND OUTLOOK*

**The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:**

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

### **DEPARTMENT DIRECTOR REVIEW**

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

\_\_\_\_\_  
Signature

Department Director

Date \_\_\_\_\_